

# *Healthcare Information Infrastructure Advisory Board*

*October 27, 2005*



## **Evolution of a Regional Healthcare Information Network in North Central Washington**

Tom Jones

Executive Director,  
Community Choice PHCO

# *Community Choice PHCO*

## *Physicians Hospitals Community Organization*



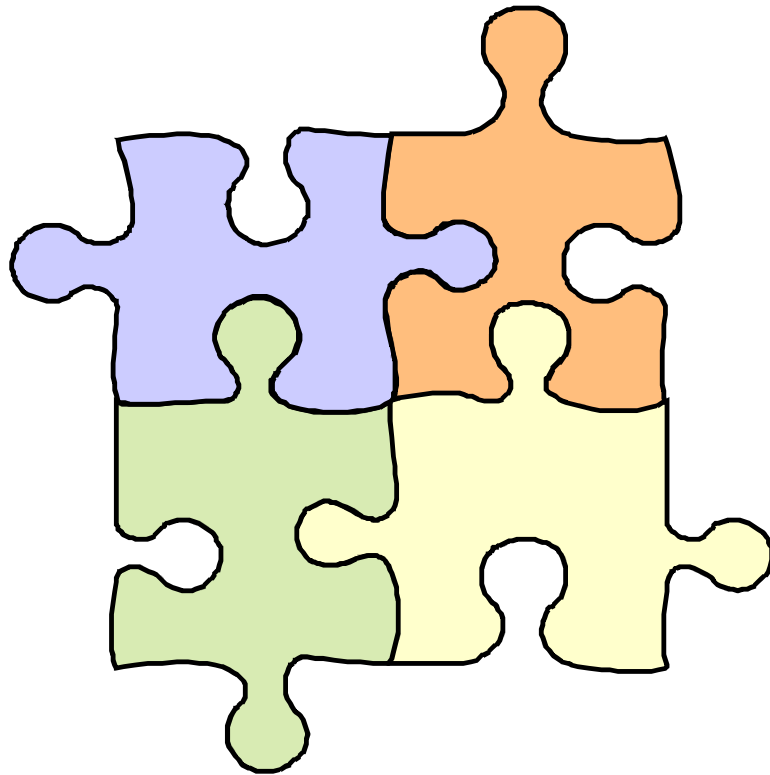
A Non-Profit, 501.C.3 Organization dedicated to the betterment and benefit of the Physicians, Hospitals and Communities we serve.

Mission Statement: Community Choice creates personal choices of integrated quality healthcare.

Expanded Mission Statement

- The Main Administrative Resource
- A Forum for Win/Win Situations
- The Leading Source of Healthcare Information

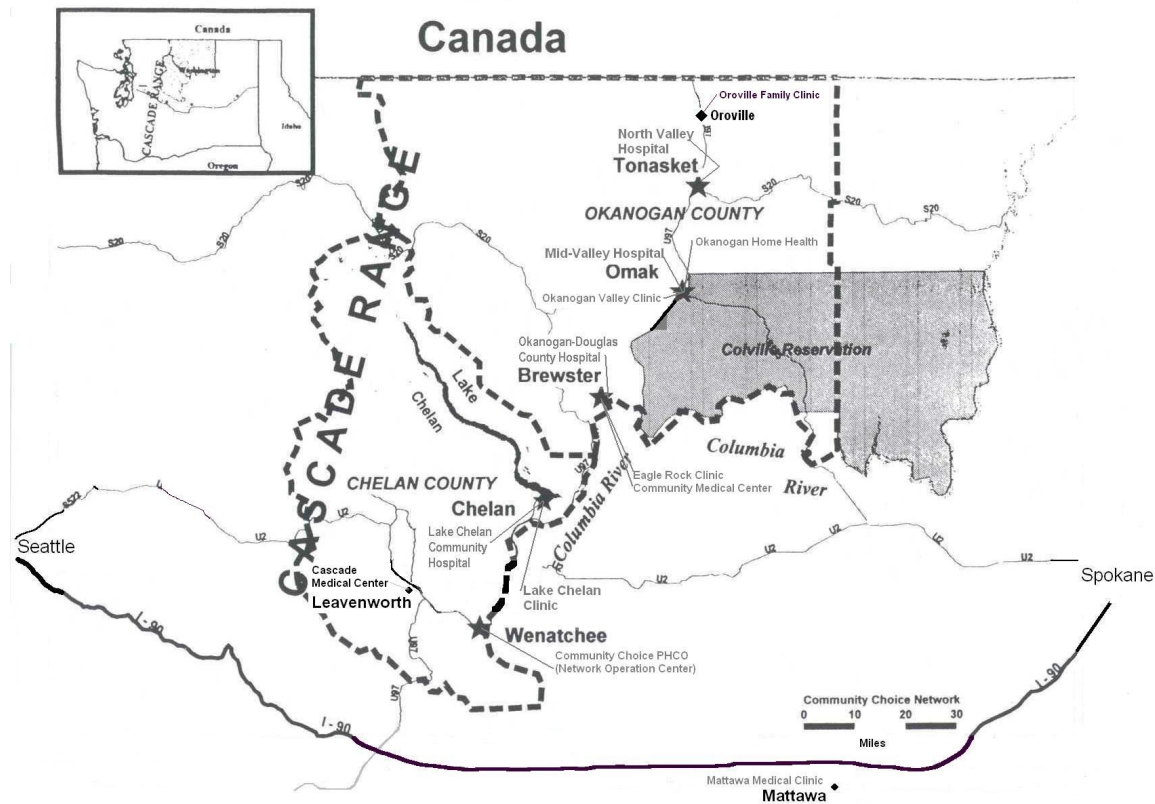
# *Consortium of Members Across the Health Care Continuum*



- Private and Public Hospitals
- Physicians, Professional Providers and Clinics
- Community Leaders
- Public Health Districts
- Community Clinic Networks
- Hospice and Home Health
- Long Term Care and Assisted Living

# Community Choice PHCO Service Region

## Community Choice Healthcare Network



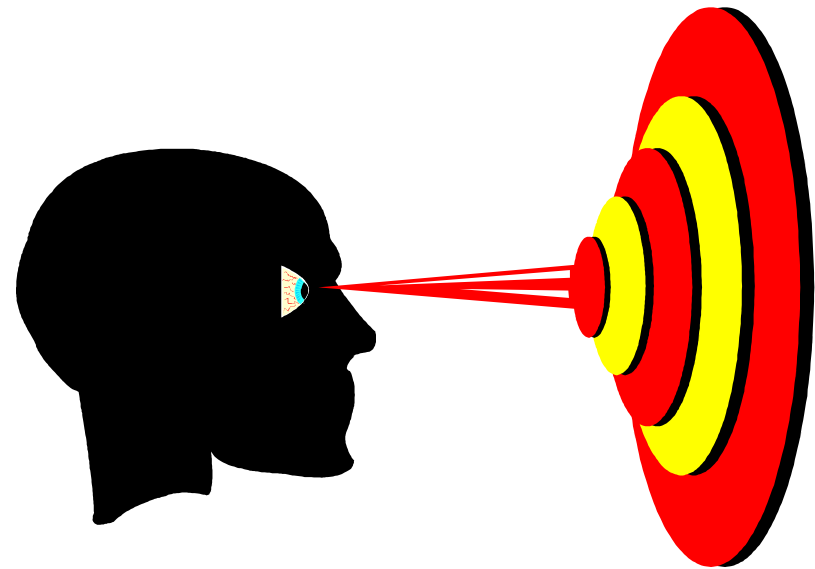
# *How We Serve Our Members*



- Contract Negotiations and Promotion of Our Provider Network with Health Plans
- Grants Applications and Administration
- Provider Credentialing Records and Reporting
- Group Purchasing Contracts
- Centralized Services and Programs
- Regional Healthcare Strategic Planning
- Representation of Members to State and Federal Legislators and Committees
- Consortium Networking and Coordination

# *Community Choice Strategic Imperatives*

- **Reduce Costs of Healthcare**
- **Promote Healthcare Quality Improvement**
- **Increase Access to Healthcare Services**
- **Promote and Improve Health Information Interchange**
- **Reduce Uncompensated Care Costs**



# *Grants Application & Administration*

## **Grants:**

- **2001- 2004 HRSA:** Healthy Communities Access Program (HCAP) Grant (\$2.2 million over 3 years)
- **2003-2006 USDA:** Telemedicine and Distance Learning Grant (\$414,890 in matching funds/3 years)
- **2004-2007 USDA:** Distance Learning and Telemedicine Grant (\$499,332 in matching/3 years)
- **2004 -2005** Washington State DOH CAH Grant: *NCW CAH/RHC Regional Quality Improvement Project (\$20,000/1 year)*
- **2004 - 2005** Washington State DOH CAH Grant: *Regional Healthcare Information Systems Integration Project (\$20,000/1 year)*

# *Community Access Program Grant*

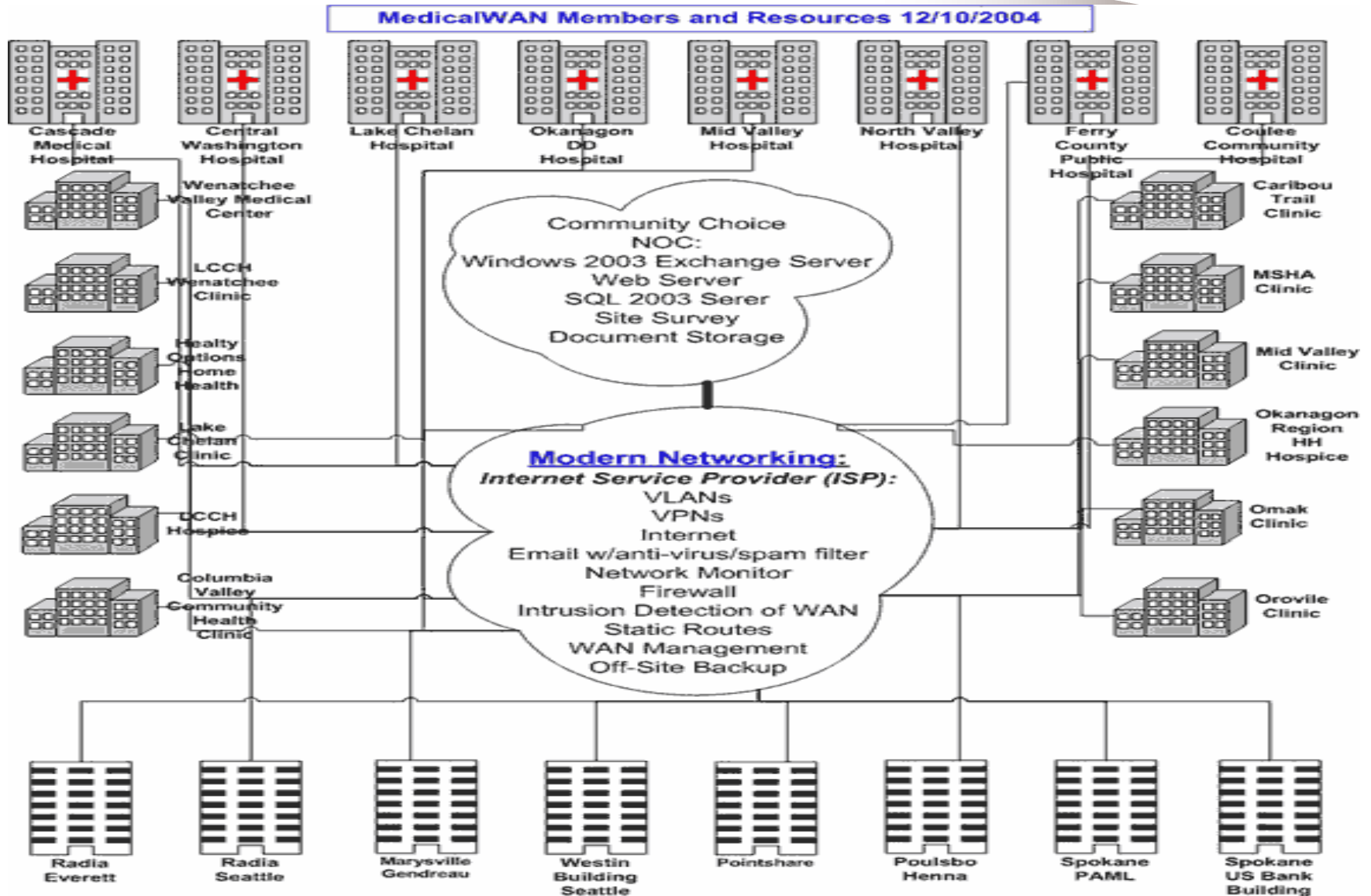
## *2000 - 2004*



- PUD fiber optic Network
- 100 MEG FO versus 1.2 MEG T-1 at 1/3 cost
- High-capacity equipment at NOC, member sites and network hubs
- EMR, Clinic/Hospital IS, Internet, Reference Labs, Pharmacies, PointShare
- Standardized routing VLAN techniques and equipment
- HIPAA Compliant WAN
- *Used Local Resources*
- *Reduced Costs of Health Care Delivery systems*
- *Improved Telemedicine Capacity and Service*
- *Improved Quality of Care and Access to Services for Patients*
- *Promoted Healthcare Information Interchange*
- *Reduced Costs through coordinated standardizations*



# Community Choice Regional Healthcare Information Network



## *USDA Rural Utilities Service Distance Learning and Telemedicine Grants 2003, 2004 and 2005*

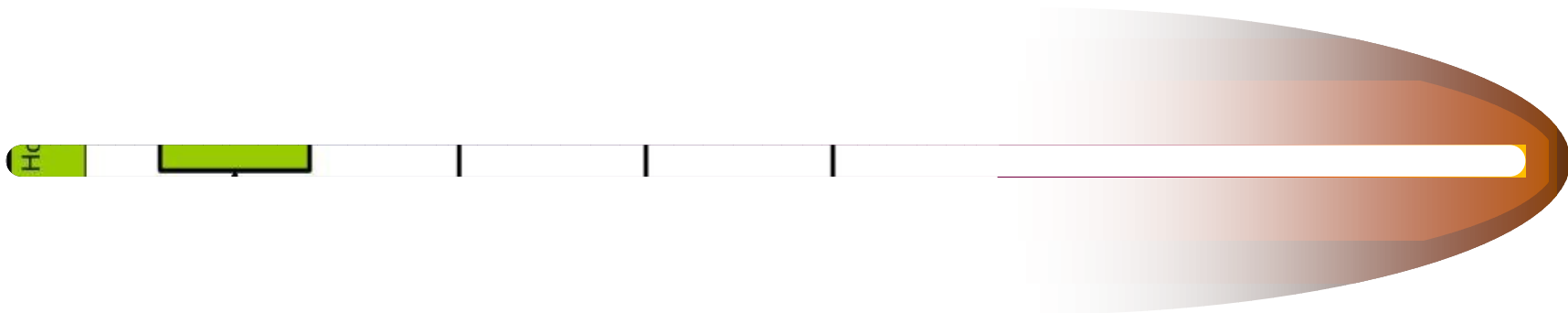


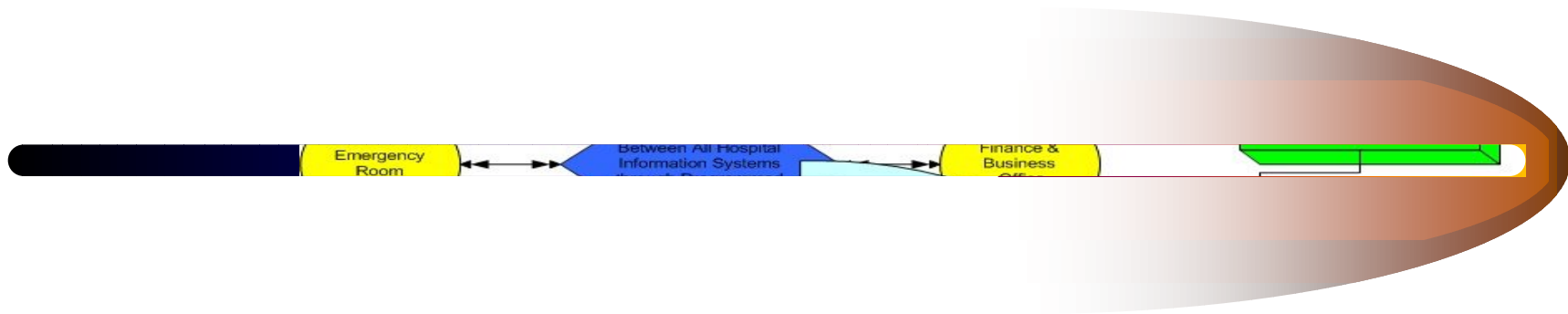
- 2003: Four Hospitals converted to digital radiography and one PACS vendor
- 2003: Regional Referral Hospital Compatibility
- 2004: Five Hospitals; Increased digital imaging for ultrasound, fluoroscopy and nuclear medicine
- 2005: Six Hospitals; Telepharmacy and Interpreter Network Services
- *Best use of local Radiologist Resources*
- *Reduced Costs of Care Delivery*
- *Increased access to use remote Radiologist services*
- *Increased Quality of Care*
- *Increased Access to Patient Care services*
- *Best use of Resources and Increased Patient Safety*

# *Personal Health Record (PHR)*



- Online record of healthcare and personal medical history
- Created and maintained by the patient
- Future patient portal for personal healthcare information exchange with network providers
- Accepts scanned images of documents and other healthcare related documents
- Accessible through the internet with login name and password protection





## *Network Governance*



- Community Choice Board of Directors is the Governing Body for Community Choice RHIN
- Most of the work is done through the Board Information Technology Advisory Committee
- Considering a Limited Liability Corporation for administrative oversight of RHIN

# *Organizational Governance Challenges*



- PHCO Members vs Participants Costs
- Cost of Operations
- Capital Equipment Replacement/Upgrade
- Available Services
- Contracted Services vs Staff
- Redundancy
- Network Reliability
- Return On Investment
- Network Security and HIPAA Compliance
- Patient Portal
- Data Interchange Standards/Format
- New Services and Capitalization Costs
- Network Expansion
- Consolidated Services
- Network Performance Measures and Standards

# *Near Future Service Expansion*



- TeleInterpretation
  - Networked State Certified Medical Interpreters
- Voice Over Internet Protocol (VOIP)
- TeleLearning
  - Physicians and Staff (CME and Required Staff Training)
  - Patient Education
  - Classrooms In The Workplace (Colleges and Universities)
- Video Conferencing



# *Current Cooperative Efforts*



- Chelan County Public Utilities District Healthcare Users Group
  - Wenatchee Valley Medical Center
  - Columbia Valley Community Health
  - Chelan-Douglas Public Health District
- Communities Connect
- Healthcare Information Infrastructure Stakeholders Committee

# *Current Grant Applications*



- **Robert Wood Johnson Foundation**
  - *Information Links: Public Health Information Exchanges*
  - \$70,000 for one year
  - Application Submitted
- **eHealth Initiative Foundation Grant**
  - *Developing Sustainable Models for Health Information Exchange*
  - \$200,000 - \$500,000 for one year
  - Application Due November 7, 2005

# *Questions?*



Personal Health Record:  
Online Access and  
Electronic Records

Electronic  
Documentation of Care  
Management and  
Information Exchange

Videoconferencing for  
Needed Services in  
Distant Rural Locations

Charity Care  
Coordination  
Services

Community Provider  
Groups (CPGs)  
Leadership in Client Care  
Management

Access Coordination,  
Insurance Information  
and Applications  
Assistance

Patient Education  
and  
Consumer Training